

**SAFETY
FiRST!**



NTPC

Safety Culture

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1. Safety

- The term “Safety” is used a lot, but what does it mean?

***Safety:** A set of standards and processes for lowering risk to a level that is acceptable to both employees and management.*

2. Safety Culture

Safety culture: The attitudes, beliefs, perceptions, values, and behaviours that employees share in relation to safety.

- It is the way safety is perceived, valued, prioritized, and integrated in work activities
- Can be positive, negative, or neutral
- Reflects the real commitment to safety at all levels
- Is not something you can implement or acquire, but something an organization builds

2. Safety Culture

- **Four Characteristics of a Positive Safety Culture**

1. Safety is held as a value by all employees
2. Each individual feels responsible for the safety of their co-workers, as well as for themselves
3. Each individual is willing and able to “go beyond the call of duty” for the safety of others
4. Each individual routinely performs actions for the safety of others



Activity 1: Safety Culture

- **Group Discussion (5-10 minutes)**

- Why is Safety Culture important:

- At the Employee level?
- At the Management level?
- At the Senior Management level?
- At the Board of Directors level?
- At all levels at once?



***Safety culture:** The attitudes, beliefs, perceptions, values, and behaviours that employees share in relation to safety.*

3. Right to Refuse

- All workers have three basic safety rights:
 - The right to know about workplace hazards
 - The right to participate in workplace health & safety
 - The right to refuse unsafe work



3. Right to Refuse

- **Unusual Danger**
 - A danger to a person's health or safety:
 - That does not normally exist in that work; or
 - Under which a worker would not normally carry out the work.
 - Workers have the right to refuse any work where an **unusual danger** exists, or will exist (e.g., due to the work or tools used)
 - See *NWT Safety Act* and *Element 05 – Company Rules*

you **always** have the
RIGHT TO REFUSE
unsafe work

3. Right to Refuse

- **Our expectation:**
 - If you don't feel the work is going to be safe, don't do it!
 - Follow the Work Refusal Process outlined in the following slides
 - NTPC will support you!



3. Right to Refuse

- **Work Refusal Process**

- Worker stops work (for self and all other workers)
- Worker reports work refusal to manager
- Manager investigates with worker and Union representative
- Work is stopped until danger is eliminated
- Manager notifies workers of steps taken to eliminate danger



3. Right to Refuse

- **Work Refusal Process**

- If the worker is satisfied, they return to work
- If worker has reasonable grounds to believe the danger still exists:
 - Worker notifies JOHSC
 - JOHSC investigates with worker and manager present, decides whether an unusual danger exists or is likely to exist
 - If unusual danger exists, work remains stopped until the JOHSC is satisfied it is eliminated
- Worker or NTPC can appeal to WSCC



4. Concern Reporting

- **Concern Report**
 - A process for workers to report safety, environmental, property damage, ergonomic concerns
 - Allows unsafe conditions to be corrected before an incident takes place
 - Reviewed by Manager, Director, HSE
 - NTPC will respond to all concern reports within 30 days



4. Concern Reporting

- Where can we find the Concern Report form?
 - On the PowerLine!
 - Use the search box or...
 - Navigate to the Health & Safety Mgmt. System page

10	Incident Reporting and Investigation	<p>Form 10.1: Incident Report</p> <p>Form 10.2: Incident Investigation</p> <ul style="list-style-type: none">• Sample Incident Investigation Report <p>Form 10.3: Witness Interview</p> <p>Form 10.4: Concern Report</p> <p>WSCC Employer's Report of Injury</p> <p>WSCC Worker's Report of Injury</p>
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Activity 2: Concern Reporting

- **Reporting a Concern (5-10 minute discussion)**

1. Discuss the following questions:

- a) What are the benefits of the process?
- b) Who completes the form?
- c) Who does it go to?
- d) When will you hear back?



2. Review the sample Concern Report on the following pages



Activity 2: Concern Reporting

- **The issue: a loose railing on the staff house stairs**



Activity 2

- Remember:
 - Report unsafe conditions on concern reports
 - Report unsafe events on incident reports
 - Every Concern Report will be followed up on and addressed as soon as practically possible

 NORTHWEST TERRITORIES POWER CORPORATION <i>Empowering Communities</i>	Health & Safety Management System Form: Concern Report	Page 1 of 2
	Monitor: Director, Health, Safety & Environment	Form #: 10.4
Section 1 Worker Concern		
Type of concern: <input type="checkbox"/> Health <input checked="" type="checkbox"/> Safety <input type="checkbox"/> Environmental <input type="checkbox"/> Property Damage <input type="checkbox"/> Ergonomic <input type="checkbox"/> Other		
What is your concern? Loose railing		
Where is your concern? Deline staff house		
Reported by: B. Jones	Position: Plant Superintendent	
Reported to: R. Pendragon	Position: Manager, Plant Operations	
Describe your concern (use sketches if necessary): Railing on staff house stairs is loose and could break if someone leans on it. Someone could get hurt.		
		
How should your concern be addressed? Railing should be repaired or replaced.		
Completed by: B. Jones	Date: September 25, 2018	

Worker action: 1) Complete Section 1 2) Send form to your Manager 3) Send copy to HSE Director

Activity 2

Section 2 Manager Response

Resolution: Immediate Short term (<30 days) Long term (>30 days)

Response & timeline:

Carpenter will be hired to assess whether to repair or replace the railing, and will also assess the stairs. Carpenter to complete the work.

Steps to Address Concern	Responsible Party	Due Date	Completed
Tape off steps so nobody uses them	B. Jones	09-25-18	09-25-18
Request carpenter to assess stairs and railing	B. Jones	09-26-18	09-26-18
Set up contract with carpenter	R. Pendragon	09-30-18	
Complete repairs/replacement of stairs and railing	Carpenter	10-15-18	

Completed by: R. Pendragon

Date: 09-26-15

Manager action: 1) Complete Section 2 2) Send form to your Director 3) Send copy to HSE Director

Section 3 Director Response

Comments/recommended action:

Rupert, have the carpenter look at the back steps as well and fix/replace if needed.

Completed by: A. Ooyak

Date: 09-27-18

Director action: 1) Complete Section 3 2) Send form to HSE Director

Section 4 HSE Division Review

Resolution: In Progress Complete Date resolved:

Comments/recommended action:

Thanks for reporting Bobby, and for the quick response Rupert. Please let me know when the action items are complete.

Completed by: Z. Ward

Date: 09-28-18

HSE Division action: 1) Complete Section 4 2) Send form to worker 3) Send copy to Manager

- Section 2: Manager
- Section 3: Director
- Section 4: HSE
- Goal: response within 30 days
- Manager follows up to ensure action items completed

5. Responding to an Injury

- **If you discover an accident scene and first response is required:**
 - Ensure the accident scene is safe and that there is no further danger to you or the injured person
 - Keep calm and do not leave the injured worker unattended
 - Do not move the injured person unless there is a high risk of further injury and it is safe for you to do so



5. Responding to an Injury

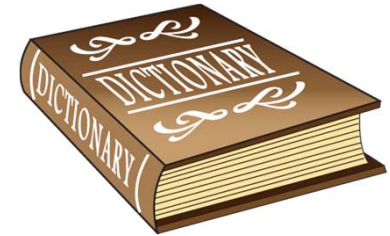
- If you discover an accident scene and first response is required:
 - Call for help
 - Provide first aid
 - Inform the Plant Operator, System Control, and your manager
 - Submit an Incident Report



6. Incident Reporting

- Definitions

- Concern: An unsafe *situation or condition*.



- Incident: An unplanned, undesired *event* that caused or could have caused injury, damage, or loss (see Accident, Near Miss).

- Accident: An incident that *results in* injury, damage, or loss.
 - Near Miss: An incident that, under slightly different circumstances, *could have resulted in* injury, damage, or loss.

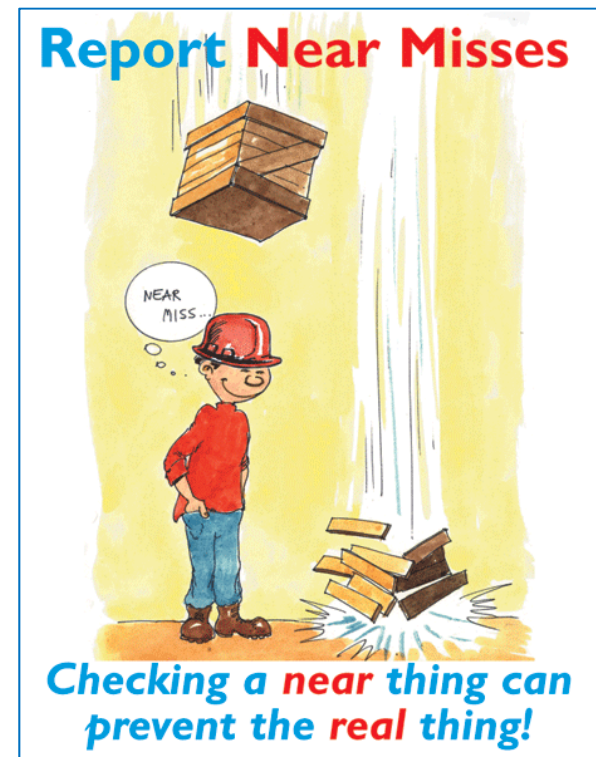
6. Incident Reporting

- **Reporting an Incident**
 - Worker notifies Manager (e.g., in person, phone call)
 - Manager ensures workers receive the required medical attention
 - Worker completes page 1 of *Form 10.1: Incident Report* within 24 hrs
 - Manager completes page 2, sends to HSE Director within 24 hrs of event



6. Incident Reporting

- **Why is reporting Near Misses important?**
 - A Near Miss is an incident that, under slightly different circumstances, could have resulted in injury, damage, or loss.
 - Reporting near misses will help prevent future accidents
 - Let's learn from our near misses before they injure someone!



Activity 3: Incident Reporting

- **Reporting an Incident (5-10 minute discussion)**

1. Discuss the following questions:

- a) What are the benefits of the process?
- b) Who completes the form?
- c) Who does it go to?
- d) Why is it important to be thorough?



2. Review the sample Incident Report on the following page

Activity 3

- Worker completes page 1
- Includes as many details as possible
- Sends to Manager


 NORTHWEST TERRITORIES POWER CORPORATION <i>Empowering Communities</i>	Health & Safety Management System Form: Incident Report	Page 1 of 2
	Monitor: Director, Health, Safety & Environment	Form #: 10.1

Sections A-E to be completed by worker.

Section A – Incident Details			
Date & time of incident:	Date: Oct. 29, 2018 Time: 10:15 am	Date & time reported:	Date: Oct. 29, 2018 Time: 11:30 am
Reported by:	Name: B. Jones Position: Plant Superintendent	Reported to Manager:	Name: R. Pendragon Position: Manager, Plant Operations
Incident location:	On walkway outside of Paulatuk Plant		
Incident description (attach sketch if necessary):	After walking out of the plant to work in the yard I slipped on some ice on the walkway and fell. I landed on my right knee and right elbow (both painful) and when I got up I had a sore back. I went to the health centre. It was about -25°C with a bit of snow on the ground. I was wearing my winter steel toed work boots.		
Section B – Type of Incident			
<input checked="" type="checkbox"/> Injury <input type="checkbox"/> Illness		<input type="checkbox"/> Property Damage <input type="checkbox"/> Environmental	
		<input type="checkbox"/> Production Loss <input type="checkbox"/> Near Miss	
Section C – Injury			
Injured party:	Name: B. Jones Position: Plant Superintendent	Phone: 580-3141 Email: bjones@ntpc.com	<input checked="" type="checkbox"/> NTPC employee <input type="checkbox"/> Contractor <input type="checkbox"/> Member of the public
Address:	123 Slippery Way, Paulatuk NT, X0E 1N0		First aid provided: <input checked="" type="checkbox"/> Y <input type="checkbox"/> N
			Medical treatment provided: <input type="checkbox"/> Y <input type="checkbox"/> N
Description of injury:	Bruised right knee and right elbow, sore back		
Section D – Property/Environmental Damage			
Description of damage:			
Section E – Incident Ranking (Reasonable Potential for Harm)			
<input checked="" type="checkbox"/> Low (potential First Aid Injury, minor property or environmental damage)		<input type="checkbox"/> Medium (potential Medical Treatment Injury, medium property or environmental damage)	
		<input type="checkbox"/> High (potential Serious Injury or Fatality, major property or environmental damage)	

Send completed form to your manager and to the HSE Director by email or fax (1-888-458-4627).

Activity 3

 <p>NORTHWEST TERRITORIES POWER CORPORATION Empowering Communities</p>	Health & Safety Management System Form: Incident Report	Page 2 of 2
	Monitor: Director, Health, Safety & Environment	Form #: 10.1

Sections F- I to be completed by manager.

Section F – Incident Ranking (Reasonable Potential for Harm)			
<input checked="" type="checkbox"/> Low (potential First Aid Injury, minor property or environmental damage)	<input type="checkbox"/> Medium (potential Medical Treatment Injury, medium property or environmental damage)	<input type="checkbox"/> High (potential Serious Injury or Fatality, major property or environmental damage)	
Section G – Immediate Actions Taken			
Hierarchy of Controls: 1) Elimination 2) Substitution 3) Engineering 4) Administration 5) PPE			
Action	Responsible Party	Date Completed	
Went to nursing centre	B. Jones	10-29-18	
Section H – Further Corrective Actions			
Action	Responsible Party	Due Date	* Date Completed
1 Use salt and sand on icy walkway daily	B. Jones	10-29-18	10-29-18
2 Wear YakTrax when working outside in winter	B. Jones	10-29-18	
3 Discuss winter slips and falls at next safety meeting	R. Pendragon	10-31-18	
4			
5			
6			
Section I – Management Review			
Name: R. Pendragon	Position: Manager, Plant Ops	Review date: 10-29-18	
Comments: Bobby has filled out Worker's Report of Injury. Nurse has provided clearance to return to full duties.			
Section J – Health & Safety Department Review			
Name: M. Maxwell	Position: Thermal H&S Coord.	Review date: 10-30-18	
Comments: I will send a presentation on winter slips and falls to you for your health & safety meeting.			

* Inform HSE Director of corrective action completion dates.

- Manager completes page 2
- Sends to HSE Director
- Manager follows up to ensure action items completed

7. Standard of Safety

Standard of Safety: The fundamental safety measures that must be taken before it is safe to start any job.

Activity 4: Standard of Safety

- **Standard of Safety (15 minute discussion)**
 1. Discuss the following questions:
 - a) What is your standard of safety: what do you do before you feel safe to start a job?
 - b) Why is it important for a group to share the same standard of safety?
 2. Make a list of ideas on the whiteboard/flip chart
 3. Condense the list into your group's draft *Standard of Safety*



Activity 4: Standard of Safety

Sample Standard of Safety: To plan the job, identify all hazards, and put all controls in place before work starts.

- Job Planning & Hazard Assessment examples:

- Job Safety Analysis, Project Safety Planning, Tailboard Meeting

- Hazard Control examples:

- Work Protection, guards, railings, PPE, training, Safe Work Practices, Safe Job Procedures

– Did your group come up with something beyond this? Send your copy, along with any recommendations for improvement, to the HSE Director.

8. NTPC's Safety Guarantee

Safety is
the number one value
at NTPC.

The President, all Directors, and
all Managers will do everything
in our power to ensure our
workers go home safely each and
every day.



8. NTPC's Safety Guarantee

Challenge: Will you do everything in YOUR power to ensure you and your co-workers go home safely every day?



Any questions?

References

- *NWT Safety Act 1988*
- *NTPC Health & Safety Management System Element 5: Company Rules*
- *NTPC Health & Safety Management System Element 10: Incident Reporting and Investigation*

